

# IBMhq Test Case Execution Report

**Test Case Name:**Route Incident- 1

**Requirement Name:** CX

**Execution Start Time:**2020-08-06 12-17-57

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
28	27	1	Fail	1

Step No:1

Step Description: Enter sysagent in USERNAME

Expected Result: sysagent should be entered in USERNAME

Actual Result: The Element: USERNAME is set with text: sysagent

Status: Pass



Step No:2

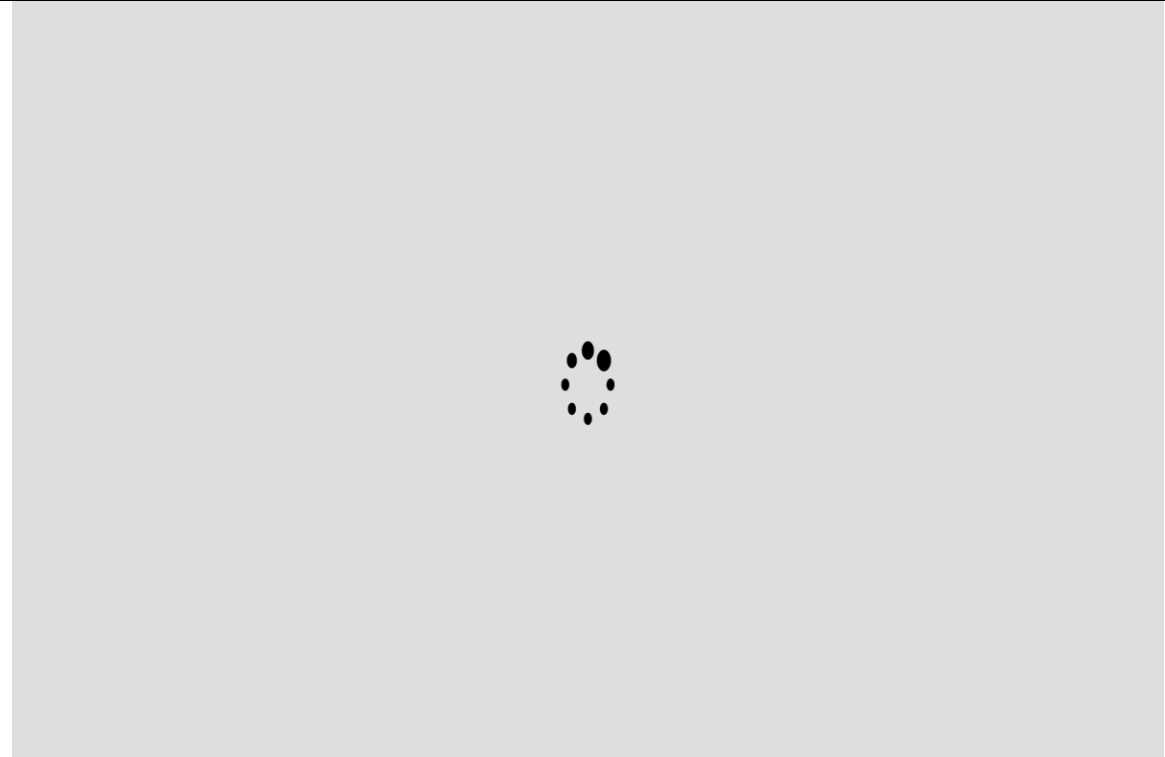
Step Description: Enter \*\*\* in PASSWORD

Expected Result: \*\*\* should be entered in PASSWORD

Actual Result: The Element: PASSWORD is set with text: Agent1234

Status: Pass



Step No:3
Step Description: Click on loginbutton
Expected Result: loginbutton should be clicked
Actual Result: The Element: loginbutton is clicked
Status: Pass


Step No:4

Step Description: Click on oj-button-icon oj-start add-icon oj-button-icon oj-start

Expected Result: oj-button-icon oj-start add-icon oj-button-icon oj-start should be clicked

Actual Result: The Element: oj-button-icon oj-start add-icon oj-button-icon oj-start is clicked

Status: Pass



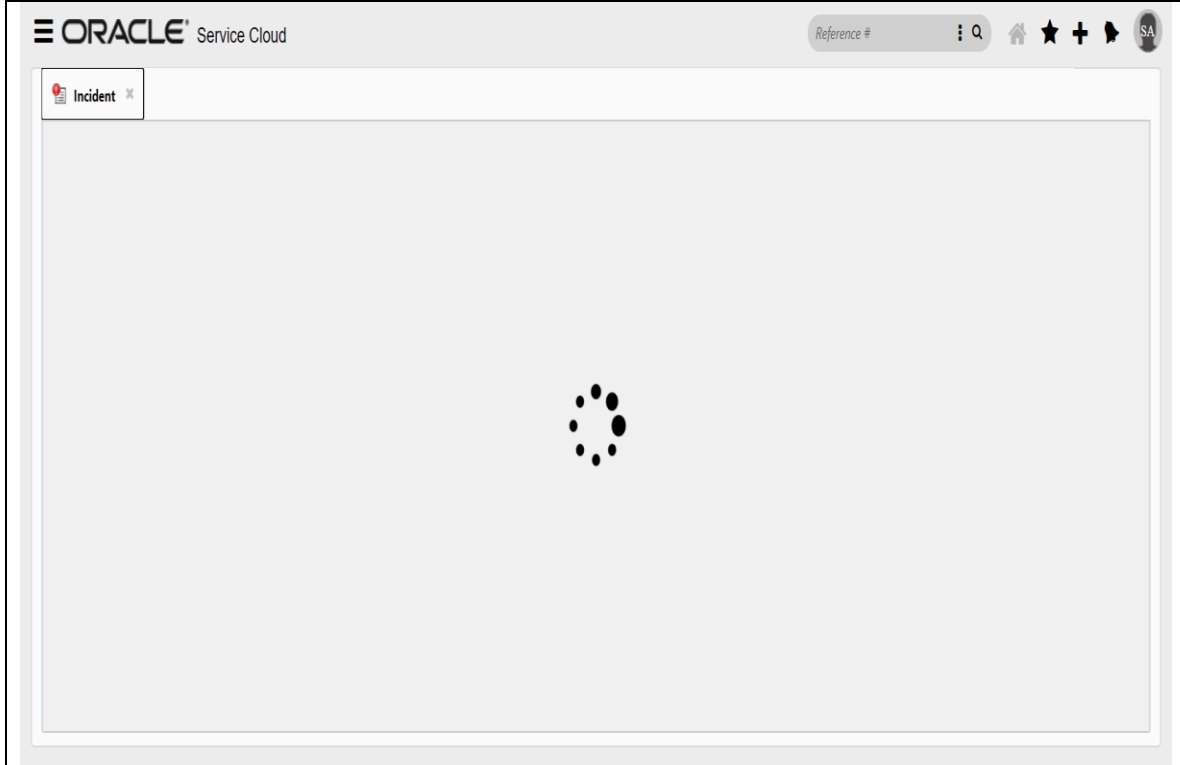
Step No:5

Step Description: Click on span2

Expected Result: span2 should be clicked

Actual Result: The Element: span2 is clicked

Status: Pass



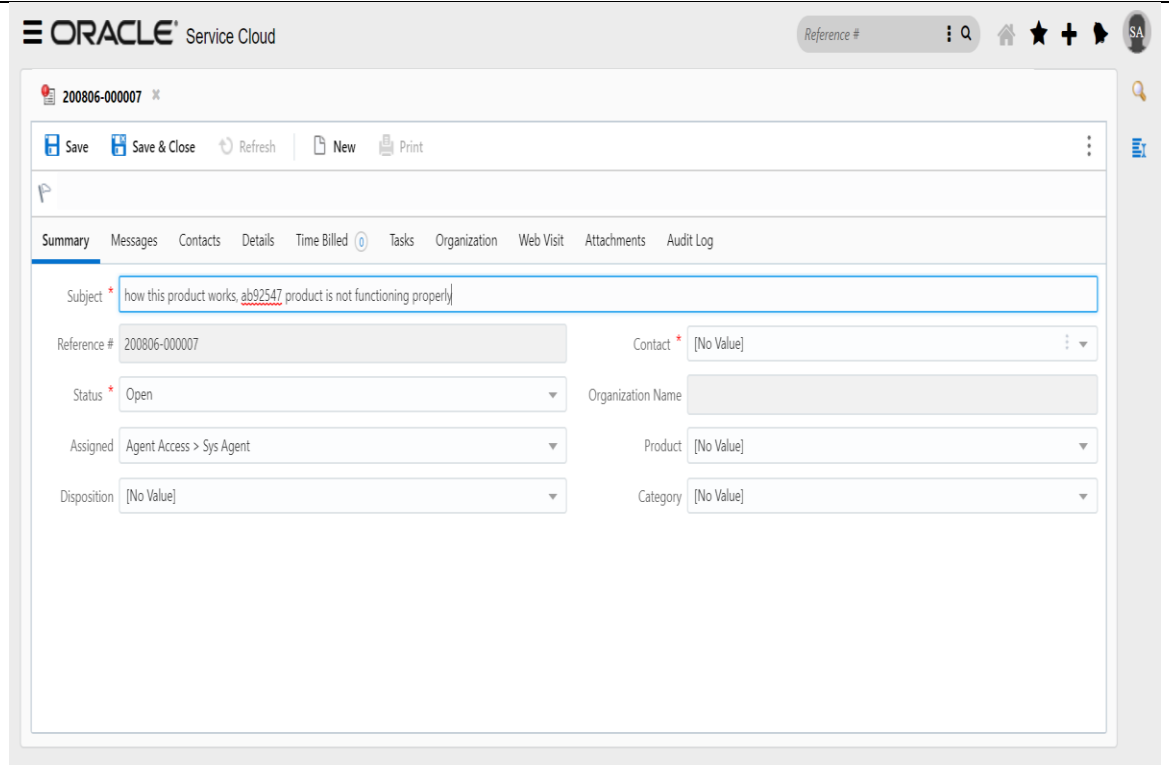
Step No:6

Step Description: Enter incident subject

Expected Result: Subject to be entered

Actual Result: The Element: Incident\_Subject18 is set with text: how this product works, ab92547 product is not functioning properly

Status: Pass



The screenshot displays the Oracle Service Cloud interface for an incident record. The header shows the Oracle logo and 'Service Cloud' text. A search bar with 'Reference #' and a magnifying glass icon is present. The incident ID '200806-000007' is shown with a close icon. Below the header, there are action buttons: 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'. A tabbed interface is visible with 'Summary' selected, and other tabs include 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Subject' field is highlighted with a blue border and contains the text 'how this product works, ab92547 product is not functioning properly'. Below the subject field, there are several input fields: 'Reference #' (200806-000007), 'Contact' ([No Value]), 'Status' (Open), 'Organization Name' (empty), 'Assigned' (Agent Access > Sys Agent), 'Product' ([No Value]), 'Disposition' ([No Value]), and 'Category' ([No Value]).

Step No:7

Step Description: Click on Adam Smit

Expected Result: Adam Smit should be clicked

Actual Result: The element: SelectContact is selected with list value: Adam Smit

Status: Pass

The screenshot displays the Oracle Service Cloud interface for a case record. The top navigation bar includes the Oracle logo, 'Service Cloud', and a search bar. The case record is for reference # 200806-000007. The 'Summary' tab is active, showing the subject 'how this product works, ab92547 product is not functioning properly'. The 'Contact' field is highlighted, showing 'Adam Smit' selected from a dropdown menu. Other fields include 'Reference #', 'Status' (Open), 'Assigned' (Agent Access > Sys Agent), 'Disposition' ([No Value]), 'Organization Name', 'Product' ([No Value]), and 'Category' ([No Value]).

Oracle Service Cloud

Reference #

200806-000007

Save Save & Close Refresh New Print

Summary Messages Contacts Details Time Billed Tasks Organization Web Visit Attachments Audit Log

Subject \* how this product works, ab92547 product is not functioning properly

Reference # 200806-000007

Contact \* Adam Smit

Status \* Open

Organization Name

Assigned Agent Access > Sys Agent

Product [No Value]

Disposition [No Value]

Category [No Value]

Step No:8

Step Description: Click in Assigned Agent Searchbox

Expected Result: Assigned Agent dropdown should be listed

Actual Result: The Element: Assigned is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar labeled 'Reference #' is present. The main content area is divided into a left sidebar and a right main panel. The sidebar contains a 'Summary' tab and a list of fields: 'Subject', 'Reference #', 'Status', 'Assigned', and 'Disposition'. The 'Assigned' field is currently selected, and its dropdown menu is open, showing a search bar and a list of agents: 'Minhaj Ameen', 'Sys Agent', and 'All'. 'Sys Agent' is highlighted. The right main panel shows a form with fields for 'Contact' (Adam Smit), 'Organization Name' (California Federation), 'Product' ([No Value]), and 'Category' ([No Value]). There are also tabs for 'Attachments' and 'Audit Log'.



Step No:9

Step Description: Click on ab92547

Expected Result: ab92547 should be clicked

Actual Result: The Element: ClickProductList is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar with 'Reference #' and a magnifying glass icon is on the right. Below the header, a case record for reference # 200806-000007 is shown. The record includes a subject line, a reference number, and various fields for status, assigned user, disposition, contact, organization name, product, and category. The 'Product' field is highlighted with a blue border and a refresh icon.

**Oracle Service Cloud**

Reference #

**200806-000007**

Save Save & Close Refresh New Print

**Summary** Messages Contacts Details Time Billed Tasks Organization Web Visit Attachments Audit Log

Subject \* how this product works, ab92547 product is not functioning properly

Reference # 200806-000007

Contact \* Adam Smit

Status \* Unresolved

Organization Name California Federation

Assigned [No Value]

Product [No Value]

Disposition [No Value]

Category [No Value]

Step No:10
Step Description: Click on Primary Antibodies
Expected Result: Primary Antibodies should be clicked
<p>Actual Result: element click intercepted: Element &lt;div data-bind="forceValidationOnInitialRender: children[0], attr: { id: uniqueControlId() + '_container', class: getCss() + ' oj-flex-item' }, template: { name: moduleInfo.viewName, data: children[0] }" id="Incident_CatId34_container" class=" input-container-width-max oj-flex-item"&gt;...&lt;/div&gt; is not clickable at point (981, 364). Other element would receive the click: &lt;div title="..." class="select-box-item-label"&gt;ab92547&lt;/div&gt; (Session info: chrome=84.0.4147.105)</p> <p>Build info: version: '3.141.59', revision: 'e82be7d358', time: '2018-11-14T08:25:53'</p> <p>System info: host: 'ANITTALA', ip: '192.168.0.105', os.name: 'Windows 10', os.arch: 'amd64', os.version: '10.0', java.version: '13.0.1'</p> <p>Driver info: org.openqa.selenium.chrome.ChromeDriver</p> <p>Capabilities {acceptInsecureCerts: false, browserName: chrome, browserVersion: 84.0.4147.105, chrome: {chromedriverVersion: 83.0.4103.39 (ccbf011cb2d2b..., userDataDir: C:\Users\ABHIRA~1\AppData\L..., goog:chromeOptions: {debuggerAddress: localhost:64657}, javascriptEnabled: true, networkConnectionEnabled: false, pageLoadStrategy: normal, platform: WINDOWS, platformName: WINDOWS, proxy: Proxy(), setWindowRect: true, strictFileInteractability: false, timeouts: {implicit: 0, pageLoad: 300000, script: 30000}, unhandledPromptBehavior: dismiss and notify, webauthn:virtualAuthenticators: true}</p> <p>Session ID: f8ebae4a5daa3d14052befc413146044</p>
Status: Fail

200806-000007

Save Save & Close Refresh New Print

P

Summary Messages Contacts Details Time Billed Tasks Organization Web Visit Attachments Audit Log

Subject \* how this product works, ab92547 product is not functioning properly

Reference # 200806-000007

Contact \* Adam Smit

Status \* Unresolved

Organization Name California Federation

Assigned [No Value]

Product Search...

Disposition [No Value]

Category

[No Value]

ab92547

ab108410

ab64214

ab166858

ab119211

ab7260

